

Shelter's Impact 2017/18

Our Services

Our Impact Report for 2017/18 demonstrates comprehensively the significant difference Shelter's services make. Last year, we worked on 1,719 cases with people and households in Sheffield to achieve outcomes through our helpline and face-to-face services. This is in addition to our free online information and advice which is used by millions each year.

Here are some of the headlines from our 2017/18 Impact Report. You can read more at england.shelter.org.uk/what_we_do/our_impact.

‘
Shelter are fantastic, they have given me my life back. All the people I have had dealings with have been kind and professional and never once patronised me. The Shelter team is the best!

Shelter Sheffield client

Shelter Sheffield

 @ShelterSHF

92%

of people who came to Shelter in need of help are now better able to keep their homes, have found a new home, or have improved their living environment.

95%

of these people said these changes occurred because of help from Shelter.

92%

of people are better able to stay in their homes since coming to Shelter. This includes:

- Their financial difficulties improving
- Being able to stay in their home after facing eviction or repossession
- Coping or managing better after struggling on a day-to-day basis



71%

of people needing somewhere to live managed to find a home since coming to Shelter. This includes people who were and weren't homeless.



67%

of people with issues with their living environments saw an improvement since coming to Shelter. This includes:

- Their poor conditions improving
- Their issues with their tenancy, landlord or letting agency improving
- Their unsafe house or area improving



What we do

Our direct services are designed to advise, guide and support people with all types of housing needs – whether that takes a short conversation or intensive support over several months.



Specialist Advice Service

Housing, debt and welfare advice delivered face to face in advice centres, via outreach work or by phone. Can encompass early intervention, multi-agency working and embedded staff.



Housing Support Services

Housing support, advice and guidance to help people access, keep and improve their homes, and build resilience.



Legal Advice Service

Legal advice available by telephone, email or face-to-face, including legal aid, representation in court and claims against landlords.



Children and Families Services

Support and practical help for children and families, including intensive support for those with complex needs, and help with resettling for families who have experienced homelessness.



Service Enhancements

Additional functions to enhance the advice and support available, including support for families with specialist input to children and young people at risk; DIY Skills Advisors; Employment, Training and Education Worker.



Information and Resources

Supported self-help, including using computers for form-filling, benefit claims, property searches and to access Shelter's web tools and digital advice. Also includes help with making phone calls.

People came to Shelter Sheffield with the following problems:



43% of people had issues with their **tenancy or landlord**



45% of people needed to find **somewhere to live**



22% of people needed **assistance with homelessness**



48% of people were **facing eviction**



44% of people had **financial issues**

"I am proud that our team has been working in Sheffield and the surrounding areas for almost 20 years. We have a really good understanding of the local area, the housing issues, and the needs of local people, and work collaboratively with local partners to improve the lives of those affected by homelessness or poor housing. We offer advice, information, legal representation and intensive support to hundreds of people each week, helping them to find, keep and improve homes, and to thrive."



Tracey Nathan

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How people's lives had changed in other ways since coming to Shelter:

76%

of clients said their happiness or wellbeing improved

53%

of clients said their mental health improved